

**Joint Committee on Corrections**  
**Information for Legislative Institutional Visits**

Facility Name: <b>Eastern Reception, Diagnostic &amp; Correctional Center</b>			
Custody Level	5	Warden	Terry Russell
Total Acreage	213	Address	2727 Highway K
Acreage w/in Perimeter	76		Bonne Terre, MO 63628
Square Footage	693, 410	Telephone:	(573) 358-5516
Year Opened	2003	Fax:	(573) 358-0734
Operational Capacity/Count (as of December 20, 2013)	Capacity- 2717 Count - 2770		
General Population Beds (capacity and count as of December 20, 2013)	Capacity - 1618 Count - 1681	Deputy Warden	Joe Hoffmeister, DWO
Segregation Beds (capacity and count as of December 20, 2013)	Capacity - 528 Count - 363	Deputy Warden	Jason Lewis, DWOM
Treatment Beds (capacity and count as of December 20, 2013)	None	Asst. Warden	Stan Jackson, GP
Work Cadre Beds (capacity and count as of December 20, 2013)	Capacity - 92 Count - 89	Asst. Warden	Stan Payne, R&D
Diagnostic Beds (capacity and count as of December 20, 2013)	Capacity - 1007 Count - 1106	Major	David Vandergriff
Protective Custody Beds (capacity and count as of December 20, 2013)	Capacity - 72 Count - 67		

**1. Capital Improvement Needs:**

- a. How would you rate the overall condition of the physical plant of the institution?  
**Fair to good**
- b. What capital improvement projects do you foresee at this facility over the next six years?  
**Maintenance on the power plant electrical system, replace the building automation system (BAS), replacing of the condensate return tank in Cook/Chill and painting the water tower.**
- c. How critical do you believe those projects are to the long-term sustainability of this facility?  
**Maintenance on the power plant electrical system: This is the most critical of all the projects for the following reasons. If this system was to fail, the facility would be without electricity and water for extended periods of time.**  
**BAS replacement: The loss of this system would mean no control of the heat exchangers, outside lighting and all HVAC function inside the facility. The computer that runs the system is Windows 2000 and Johnson Controls will no longer support the M5 system.**  
**Cook/Chill condensate return tank replacement: This is not that important, but it needs to be done at some point in time.**  
**Painting the water tower: We will be told by DNR when it is time for us to do this project.**

## 2. Staffing:

- a. Do you have any critical staff shortages? **No**
- b. What is your average vacancy rate for all staff and for custody staff only?  
**All staff average vacancy rate is 6.6, custody average per month is 4.7 and non-custody average per month is 1.9.**
- c. Does staff accrual or usage of comp-time by staff effect your management of the institution?  
**The accrual and usage of comp-time is difficult to manage as an effective balance is tricky to achieve. Administrative pressure to alleviate overtime or use comp-time causes a shift/institution to staff at the minimum levels. When the number of staff on site is increased to achieve goals outlined by administration, comp-time is also increased by default.**
- d. What is the process for assigning overtime to staff?  
**The assignment of overtime to staff is done on a voluntary and mandatory basis which is governed by Procedures/Post Orders. One determines the need for a staff member to accrue overtime based on the minimum staffing needs of the shift/institution. If the shift is below minimum staffing, staff would need to volunteer to fill vacancies until the minimum staffing is met/achieved. If there are no volunteers, staff is mandated to stay and accrue comp-time based upon the mandatory overtime list until the minimum staffing is met/achieved.**
- e. Approximately what percentage of the comp-time accrued at this institution does staff utilize as time off and what percentage is paid-off?  
**Custody estimation would be 75% is paid off and 25% is utilized due to the fact that we do not have the staffing to allow the custody staff to take off. Non-custody estimation would be that most (95%) are allowed to utilize their comp time.**
- f. Is staff able to utilize accrued comp-time when they choose?  
**We attempt to allow staff to use comp time when they choose based on staffing needs; unfortunately this is not always possible for custody.**

## 3. Education Services:

- a. How many (and %) of inmate students at this institution are currently enrolled in school?  
**Currently, there are 228 students enrolled in Academic Education. This number represents 63% of the available seats, despite the recent loss of two full-time teaching staff. This number represents 36% of the offenders available and eligible for school.**
- b. How many (and %) of inmate students earn their GED each year in this institution?  
**For the period January 01-November 30, 2013, 49 offenders earned their GED through Academic Education. This number represents 8% of the offenders available and eligible for school.**  
**During the same period, 55 offenders earned their GED while in Diagnostic status at ERDCC. Academic Education is not available to the offenders in Diagnostic status; therefore, no percentage can be calculated based on availability and eligibility.**
- c. What are some of the problems faced by offenders who enroll in education programs?  
**Some offenders enrolled in education programs have issues, both short-term and long-term, that impeded their ability to reach their full potential. Short-term issues include scheduling conflicts with other programs, pending legal cases that cause a shift of focus, personal issues at home that cause distraction, and noisy cell-mates who disturb study time outside of school. One long-term issue is the presence of a learning disability, whether or not the offender has been identified**

as an individual with a disability. Other long-term issues include inability to retain new information due to past substance abuse and reluctance to take educational risks due to a history of failure. These obstacles must be dealt with on a case-by-case basis, depending upon the unique needs and abilities of the individual offender.

4. **Substance Abuse Services:**

- a. What substance abuse treatment or education programs does this institution have?  
**ERDCC does not provide substance abuse treatment, but we do have a substance abuse education program called Living in Balance. It is a 12 week evidence-based curriculum developed by Hazelden, which is facilitated by classification staff.**
- b. How many beds are allocated to those programs?  
**The education class is not bed-based so no beds are allocated.**
- c. How many offenders do those programs serve each year?  
**Approximately 75 offenders**
- d. What percent of offenders successfully complete those programs?  
**Approximately 71%. Those discharged were due to segregation assignment for protective custody concerns, rule violations, or were due to transfers as a result of custody level reductions.**
- e. What, in your opinion, is the biggest challenge to running a treatment program in a prison setting?  
**The challenge we have encountered with providing Living in Balance are the offenders missing class due to violations, protection custody and transfers due to reclassification.**

5. **Vocational Programs:**

- a. What types of vocational education programs are offered at this institution?  
**ERDCC does not offer any vocational education programs.**
- b. How many offenders (and %) participate in these programs each year? **N/A**
- c. Do the programs lead to the award of a certificate? **N/A**
- d. Do you offer any training related to computer skills? **N/A**

6. **Missouri Vocational Enterprises:**

- a. What products are manufactured at this institution?  
**A complete line of janitorial, laundry, kitchen and personal care products are manufactured at ERDCC. We also manufacture corrugated cartons**
- b. How many (and %) of offenders work for MVE at this site?  
**Twenty eight (28) offenders are employed, representing 2% of offender workers available at ERDCC.**
- c. Who are the customers for those products?  
**State agencies, institutions, city and county governments, political subdivisions, state employees, not-for-profit organizations and other tax supported entities.**
- d. What skills are the offenders gaining to help them when released back to the community?  
**Work place essential skills, including manufacturing procedures, production techniques, quality control, inventory control, cost control, work place safety, shipping and receiving. Applicable work skills and habits. Some positions qualify for the U.S. Department of Labor's Apprenticeship Program.**

7. **Medical Health Services:**

- a. Is the facility accredited by the National Commission on Correctional Health Care? **Yes.**
- b. How many offenders are seen in chronic care clinics? **Currently there are 1,868 chronic care clinic enrollments. These clinic appointments are seen by the physician or nurse practitioner twice annually per protocol and additionally per the practitioners' orders. This makes a minimum of 3,736 chronic care clinic appointments annually.**
- c. What are some examples of common medical conditions seen in the medical unit? **Hypertension, diabetes, infections, surgical follow-ups, infectious disease management, respiratory conditions, geriatric conditions, self-declared emergencies, and code 16 emergencies. Additionally we see a large number of routine issues daily, things that may be self-addressed if they were not confined to prison. Such as: athlete's foot, common colds, rashes, skin conditions, constipation, etc.**
- d. What are you doing to provide health education to offenders? **We provide an annual Offender Health Fair. Each medical waiting area has an education pamphlet rack for the offenders to take from at their leisure. Offenders are provided education sheets relevant to their issue during sick call encounters. Medication education sheets are available and provided to the offenders. One-on-one education is provided during nursing and practitioner encounters and is included in most medical protocols.**
- e. Have you had any cases of active Tuberculosis in this facility in the past year? If so, how did you respond? **No cases of active TB for 2013.**
- f. Is the aging of the population effecting health care in prisons as it is effecting health care everywhere else? If yes, please explain. **Yes. With the advancements in medical practices the expectant lifespan continues to lengthen outside of prison. Additionally, confined people are often receiving medical care and treatments within the prison system that they would not necessarily have access to outside of prison. We often find ourselves in a position where a patient is telling us that they knew they had a medical problem, but was not getting treatment outside of prison, this may be because of lack of insurance, addiction, resources, etc. The increase in general life expectancy, added to the advancements in medical care, added to the fact that confinement in prison provides direct access to medical care that they may not have received prior means that there is a much larger strain on medical services and resources. Aging alone means more health problems, more mental health problems, more need for medications, more problems with mobility, an increase need for equipment such as canes, walkers, wheelchairs, handicapped showers / toilets, etc. The prison system, as it is now, is not designed or equipped to accommodate the needs of a growing geriatric population.**

8. **Mental Health Services:**

- a. How do offenders go about obtaining mental health treatment services?  
**Offenders are screened upon intake arrival and may be identified as needing services at that time. Offenders may submit a request for mental health services and they will be scheduled to see someone from mental health. Offenders may be referred by any staff member who may have concerns about an offender for a mental health evaluation.**
- b. How many successful suicides (and %) occurred here in the past year and what is being done to prevent suicides?  
**21 recorded serious suicide attempt, one completed attempted (0.05%) All correctional staff are trained yearly to look for indications of suicidal thoughts or behavior. Offenders exhibiting such indications are secured in a safe**

**environment/suicide cell with limited property (generally a Kevlar smock and Kevlar blanket) and observed to ensure their safety. Mental health staff evaluate these offenders and work with them to identify positive coping strategies and alternatives to self-harm.**

- c. Approximately how many (and %) of the offenders in this institution are taking psychotropic medications?

**Approximately 470 of 2800, 17% of the total population in this institution are taking psychotropic medications.**

- d. How many offenders in this facility are chronically or seriously mentally ill and what is being done for them?

**Approximately 550 offenders in this facility have been identified as seriously mental ill. They are monitored regularly by licensed mental health staff including Psychiatrists, Advance Practice Psychiatric Nurse Practitioners, Mental Health Registered Nurses, Licensed Psychologists, Licensed Professional Counselors and Licensed Clinical Social Workers. They are seen routinely for monitoring of stability, medication compliance, cognitive behavioral interventions and group therapy is also available. Offenders are also seen for crisis intervention as needed. Those who meet the requirements for special programs within the MO Department of Corrections for the severely mentally ill are screened and referred for admission. For offenders who are found to be gravely disabled due to their mental illness and refuse to take psychotropic medications when indicated, there is a due process procedure/hearing to allow for involuntary medications.**

9. What is your greatest challenge in managing this institution?

**The mere size and complexity of this institution is a challenge. With more than 2700 offenders and nearly 900 staff, it is a small city with the complexity of a Reception and Diagnostic Center, a level 2/5 (medium/maximum) general population unit and a minimum security unit within the security perimeter. These dynamics offer unique challenges and opportunities for management. The challenge is enhanced with issues such as managing an institution call outs, FMLA and Leave Without Pay for the staff. In additions, the current economic climate of the nation and revenues of the State of Missouri present unique challenges in managing an institution of this size and operating within the boundaries of current budgetary constraints.**

10. What is your greatest asset to assist you in managing this institution?

**This institution is very fortunate to have an excellent Administrative Team and a host of hard working, dedicated employees committed to the Department's Mission.**

11. What is the condition of the facilities' vehicle fleet? (mileage, old vehicles etc?)

**Poor to fair.**

**The following list is a complete report on the status of the ERDCC vehicle fleet and we have 2 borrowed full size vans from Chillicothe:**

LICENSE#	MAKE	CLASS	MILES	YEAR	CONDITION	DOC ID
13-0014	Ford	Full size sedan	71416	2010	Good	247632
13-0122	Ford	Full size sedan	144592	2007	Fair/Good	245852
13-0193	Chevy	Full size sedan	130166	2007	Good	244221
13-0248	Ford	Full size sedan	72210	2010	Good	247633
13-0371	International	Passenger Bus	84259	2010	Good	15552

13-0508	Ford	Full size sedan	131186	2007	Fair/Good	245851
13-0824	Freightliner	2 Ton flat bed	21775	2000	Good	237275
13-0826	Ford	Dump truck	7787	2000	Good	237334
13-0827	Ford	Dump truck	13081	2000	Good	237333
13-0829	Bluebird	Passenger bus	272980	2001	Fair	238220
13-0860	Ford	Full size sedan	138840	2007	Fair/Good	243438
13-0862	Dodge	1/2 ton 2wd p/u	33768	2002	Good	239619
13-0866	Chevrolet	15 passenger van		2002	Totaled	239691
13-0872	Ford	15 passenger van		2003	Bad motor	239873
13-0873	Ford	15 passenger van	233211	2003	Fair high mi. uses oil front weak	239874
13-0874	Ford	15 passenger van	25210	2012	New	247534
13-0875	Ford	15 passenger van	182963	2003	Fair high mi. uses oil front weak	239876
13-0877	Chevrolet	Full size sedan	41072	2008	Good	247599
13-0878	Dodge	Mini van	223170	2003	Fair high mi. used for v.p.	239895
13-0879	Dodge	Mini van	222311	2003	Fair high mi. used for v.p.	239896
13-0880	Dodge	Mini van	202535	2003	Fair high mi. used for v.p.	239897
32-0267	Chevrolet	Uplander van	183836	2008	Fair high miles	135140
32-0276	Chevrolet	Uplander van	190565	2008	Fair high miles	135149
32-0280	Chevrolet	Uplander van	221980	2008	Fair high miles	135141
13-0888	Ford	Full size sedan	176961	2008	Fair high miles paint peeling	244453
13-0889	Internation'l	Passenger bus	6826	2014	New	15333
13-0890	Ford	F150 1/2 ton p/u	35200	2003	Good	239933
13-0891	Ford	F150 1/2 ton p/u	23500	2003	Good	239934
13-0892	Ford	F150 1/2 ton p/u	20700	2003	Good	239935
13-0893	Chevrolet	2500hd 3/4 ton p/u	41300	2003	Good	239977
13-0899	Ford	Box bed	76500	2003	Good	239987
13-0900	Bluebird	Passenger bus		2003	Waiting transfer/junk	239997
13-0901	Ford	Explorer	75152	2003	Fair/wrecked one side	240598

12. Assess the morale of your custody staff; high, medium, or low and please provide detailed explanation. **(Please have the Major answer)**

**The overall level of morale at ERDCC among custody staff appears to be medium. Staff have reported that they are pleased with their job overall and do not mind performing their daily duties. The only complaint noted in these discussions were concerning the staff that regularly call in on a day to day basis. Having said that, staff seem to be more concerned with their pay and benefits. As everyone is well aware staff respond positively to raises and low to no cost benefits.**

13. **Caseworkers:**

a. How many caseworkers are assigned to this institution?

**General Population: 14 CCM IIs & 1 CCA**

**C & A: 2 CCM IIIs, 5 CCM IIs 1 CCM I & 1 CCA**

**R&D: 7 CCM IIs**

**Grievance: 1 CCM II**

**Total: 2 CCM IIIs, 27 CCM IIs 1 CCM I & 2 CCAs**

b. Do you currently have any caseworker vacancies?

**No**

c. Do the caseworkers accumulate comp-time?

**Typically due to budget constraints, comp time is not approved. However staff may flex the time off later in the week if necessary.**

d. Do the caseworkers at this institution work alternative schedules?

**All work five 8-hour shifts, but start/end times range between 7:00 am-4:30pm, Mon-Fri.**

- e. How do inmates gain access to meet with caseworkers?  
**Open office hours are held daily. The adseg case managers do rounds every day.**
- f. Average caseload size per caseworker?
  - # of disciplinary hearings per month? **GP: 96 R&D: 193**
  - # of IRR's and grievances per month? **IRRs GP: 170, IRRs R&D: 27 IRRs, Grievances are done by the Grievance Manager.**
  - # of transfers written per month? **GP: 61 R&D: n/a**
  - # of re-classification analysis (RCA's) per month? **GP: 207**
- g. Are there any services that you believe caseworkers should be providing, but are not providing?  
**None at this time.**
- h. If so, what are the barriers that prevent caseworkers from delivering these services? **N/A**
- i. What type of inmate programs/classes are the caseworkers at this institution involved in?  
**Inside Out Dads, Impact of Crime on Victims, Pathway to Change, Anger Management, Employability Skills/Life Skills, Living in Balance, Puppies for Parole**
- j. What other duties are assigned to caseworkers at this institution?  
**Assisting with the yearly internal security audits, update offender management plans (TAPS), review offender program plans following administrative segregation releases, serve on segregation hearing committees, assist with clothing/laundry/and legal mail issues, receive/process visiting and food visit request forms, receive and review incentive housing application request, direct and monitor the Puppies for Parole program activities, receive and validate Qualified Legal Claim forms, assist offenders with telephone and Canteen kiosk issues, receive requests for information from family members and supervisory staff, answer offender correspondence, make pertinent electronic chronological log entries, assist custody staff with escorts/searches/security checks, and arrange/monitor special phone call requests.**

#### **14. Institutional Probation and Parole officers:**

- a. How many parole officers are assigned to this institution? **11**
- b. Do you currently have any staff shortages? **No.**
- c. Do the parole officers accumulate comp-time?  
**Yes, Parole officers at ERDCC do accumulate comp-time on occasion. Generally, when they attend training or meetings away from the institution or travel to other institutional parole offices to assist them.**
- d. Do the parole officers at this institution flex their time, work alternative schedules?  
**Yes, we encourage staff to flex their time during the FLSA workweek as necessary to best assist offenders and ERDCC staff.**
- e. How do inmates gain access to meet with parole officers?  
**Parole officers meet with R&D offenders in staff dining every day during the morning hours, by utilizing the lay-in process. Parole officers meet with GP offenders every day in the afternoon hours in their respective housing units. If offenders are PC, Ad-Seg, Medical or must be seen ASAP, officers go to their housing units to see them.**
- f. Average caseload size per parole officer? **230**
  - # of pre-parole hearing reports per month? **98**
  - # of community placement reports per month? **7**
  - # of investigation requests per month? **94**
- g. Are there any services that you believe parole officers should be providing, but are not providing?

**A few parole officers at ERDCC have completed Pathways to Change facilitator training and are available as needed. Staff have also attended training for MRP/TAP and will assist in whatever way the institution wishes to utilize them. They are also involved in the orientation program for new offenders.**

- h. If so, what are the barriers that prevent officers from delivering these services?

**The administration/staff at ERDCC work very well with parole staff.**

- i. What type of inmate programs/classes are the parole officers at this institution involved in?

**Parole officers are involved in the Friends and Family Orientation Program, Employability Skills/Life Skills Classes, Pathways to Change and MRP/TAP and Pre-Release Program for offenders that are within 4 months of their projected release date. Offenders are shown a film that is designed to help them be successful on supervision when released. Parole Officers are available to answer any questions the offenders may have regarding a successful release on parole.**

15. Please list any other issues you wish to discuss or bring to the attention of the members of the Joint Committee on Corrections.

**We continue to strive for innovative methods to maintain our fiscal responsibility during the current budgetary climate.**

16. Does your institution have saturation housing? If so, how many beds? N/A

**17. Radio/Battery Needs:**

- a. What is the number of radios in working condition?

**There are 540 radios in working condition, only 1 is not.**

- b. Do you have an adequate supply of batteries with a good life expectancy?

**Yes, there are an additional 70 new batteries at present.**

- c. Are the conditioners/rechargers in good working order?

**All of the conditioners/rechargers are in good working order.**